COMMONWEALTH OF VIRGINIA
VIRGINIA EMPLOYMENT COMMISSION
Workforce Investment Act

Policy Number	**00-9**
Effective Date:	
Revision #	
Revision Date	
Title:	**Provisional Chartering for First Year Certification of Virginia Workforce System Centers**

PURPOSE

To describe the framework for Local Workforce Investment Boards (LWIBs) to use for chartering local one-stop workforce system centers for the first program year in Virginia. This framework includes level one in preparation for a continuous improvement model that uses the Malcolm Baldrige Criteria for performance excellence as a guideline for improvement. The Baldrige Criteria is a list of mandatory organizational behavior criteria that must be addressed in a certified Virginia Workforce System center. In addition, the framework requires an assessment using the federal requirements for access to services for individuals with disabilities. This policy is intended to give LWIBs a process to collect and use information to assure a minimum standardized level of services at each Virginia Workforce System center for the first year of operation and to establish the foundation for future certifications.

REFERENCES

Code of Virginia, Section 9-329
P.L. 105-220, Workforce Investment Act, Section 111, (d) (2).
Department of Labor, Employment and Training Administration, 20 CFR Part 652, et al.,
        Workforce Investment Act, Final Rule, August 11, 2000.
Virginia Workforce Council, March 7th, 2000, "Basic Principles for Virginia's
        Performance Management System to Promote Continuous Improvement."
Training and Employment Information Notice No. 16-99, April 12, 2000, U.S.
        Department of Labor, "WIA of 1998 Section 188 Interim Final Rule and
        Accessibility Checklists for One-Stop Service Delivery Systems."
Excellence in One-Stops Guidebook, Workforce Excellence Network, Performance
        Excellence in One-Stop Career Center Operations.
Virginia Workforce Investment Act Policy 00-4, One-Stop Service Delivery System for
        the Virginia Workforce System.
Virginia Workforce Investment Act Policy 00-6, Universal Access, Adult Eligibility and
        Priority of Services.

POLICY STATEMENT

The Virginia Workforce Council (VWC) is charged with assisting the Governor in the development and continuous improvement of a statewide workforce investment system of activities carried out through a one-stop delivery system. On March 7, 2000, the Virginia Workforce Council adopted the Basic Principles for Virginia's Performance Management System to Promote Continuous Improvement. The principles provide the background for the development of the workforce investment system in the Commonwealth. The principles are designed to enable the system to demonstrate value-added results for its customers and stakeholders and to continually improve.

The principles articulate that Virginia's workforce strategy will be based on the Malcolm Baldrige Criteria for Performance Excellence, with a focus on continuous improvement. The Baldrige Criteria are nationally recognized as being instrumental in stimulating improvements in competitiveness and business performance. Baldrige formulates a framework of intensive self-examination and assessment in seven categories of organizational behavior displayed by the local workforce system. Those categories are:

- Leadership
- Strategic Planning
- Customer and Market Focus
- Information and Analysis
- Human Resource Focus
- Process Management
- Business Results

The Malcolm Baldrige Criteria for Performance Excellence are the basis for chartering local one stop workforce system centers in Virginia. The Baldrige Criteria ensure that certification equals quality and are also the basis for continuous improvement, organizational self-assessments, and effects incentive awards. The Commonwealth will conduct team monitoring of the self-assessment process. Teams may consist of Virginia Workforce Council Members, state administrative staff, and local workforce investment board members. This policy provides Level One chartering criteria for first year certification (**Attachment B**).

A charter is a formal designation similar to a license or a franchise and it will allow a center operator to receive WIA Title I funds, enter into sub-agreements, operate specific programs as part of a local workforce investment system and require display of the Virginia Workforce System brand name and signage. The charter requires an agreement that establishes conditions under which an organization is authorized to operate a center, describe standards of performance, and list criteria by which the operator will be evaluated. With the exception of the Provisional Charter for PY 2000, any organization that is interested in becoming a Virginia workforce system center must submit a business plan to its LWIB that addresses the requirements of this policy along with its implementation strategy.

The LWIB will have the responsibility of approving the business plan, ensuring that the Baldrige criteria are integral to the culture of the local one-stop system and granting a charter that is renewable every program year, or at the beginning of any new agreement period, which ever comes first. It is advisable that in addition to collecting written application materials and business plans, LWIBs make at least one on-site visit to the applying workforce system center during the chartering and any re-certification process.

To be a charter member, including provisional, each Virginia Workforce System center must meet the minimum level of requirements as outlined in the checklist in **Attachment A**. Although each Virginia Workforce System center will be different, including different partners, staffing patterns, a different customer base, different goals and directives, there will be a minimum level of services that must be common to each certified comprehensive (full service) center and affiliated sites or specialized centers across Virginia, as prescribed by the Virginia Workforce Council.   For subsequent chartering of centers, LWIBs must consider performance outcomes, including customer satisfaction, and incorporate continuous improvement on the Baldrige criteria. Not meeting LWIB required performance outcomes, including customer satisfaction measures, continuous improvement measures on the Baldrige criteria, and maintaining or achieving reasonable accommodation goals for access for services by customers with disabilities will be the basis for de-certification. Comprehensive, affiliate sites, and any specialized centers must be linked into a local workforce area system with all serving as access points.

Local Workforce Investment Boards shall ensure that the chartering process includes a comprehensive appraisal of issues pertaining to access for individuals with disabilities. **Attachment C** includes two checklists for considering accessibility of individuals with disabilities.

Re-certification (full charter) will be required **every year**, or at the beginning of any new agreement period, whichever comes first. The re-certification process will be clearly described in a later policy, which will emphasize performance outcomes, quality and continuous improvement based on the Baldrige Criteria for Performance Excellence.

The attached guidelines include the following sections:

Attachment A
I.   Comprehensive (Full Service) Centers
II.   Supplemental Centers

Attachment B
I.   Level I Baldrige-Based Chartering Criteria

Attachment C
I.   Access Checklist for People with Disabilities
II.   Existing Facilities Checklist

The Virginia Employment Commission is available to provide technical assistance to Chief Local Elected Officials, Local Workforce Boards and One-Stop Operators to ensure effective and efficient local implementation of the WIA.

RECISIONS

APPROVED

Michael A. Daniels_____
Chair, Virginia Workforce Council

Thomas Towberman
Commissioner, Virginia Employment Commission

DATE: December 6, 2000

ATTACHMENTS

COMMONWEALTH OF VIRGINIA
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ATTACHMENT A:

I.   **Comprehensive (Full Service) Centers**

Statutory Based Criteria for All Comprehensive, physical one-stop,
Virginia Workforce System Centers to be chartered:

A. **Must provide all core services listed in the Workforce Investment Act, as described in Section 134(d)(2) of the Act.**

B. **Must provide access to intensive services. Must also provide access to training and *serve as* a point of access for Virginia Individual Training Account (ITA) Vouchers.**

C. **Must provide access to all labor exchange services authorized under the Wagner-Peyser Act.**

D. **Must provide the core services of and access to all of the workforce programs and activities carried out by mandated one-stop partners.**

E. **Must utilize the Access Checklist (Attachment C) to indicate acceptable levels of accessibility to services by individuals with disabilities.**

F. **Additional Criteria for all Comprehensive Virginia Workforce System Centers to be chartered, include:**

1. **Centers must be those in which the operators have been selected through a competitive procurement process, or designated by the LWIB if the operator is a consortium of three or more mandated partners identified under Sect. 121 of the WIA.**

   In the case of a "consortium" center operation, a Memorandum of Understanding (MOU) must be available with the LWIB, between the LWIB and each mandated partner.

2. **High speed computer access to Internet based information system.**

3. ***Access* to computers, including printing, access to software programs, which could include word processing, programs for resume development, and job application and cover letter preparation.**

4. **Access to telephones and fax for job search.**

5. **Access to up-to-date career and local community resource information.**

6. **Strategies to meet any demand for "non-traditional" hours of operation for those who cannot attend during the traditional 8 AM - 5 PM hours of operation.**

7. **Information desk and/or resource areas are staffed.**

8. **There is a presence of mandated partners on-site.**

9. **A case management system exists that provides guidance for customers participating in intensive and training services.**

10. **MOUs or operational agreements are in place between partners for daily operations.**

11. **Information sharing and customer confidentiality agreements *exist*.**

12. **A description of all employer services is included in the business plan, including strategies for making the information available to employers.**

13. **A customer assessment process exists, including skill, aptitude, interest, and needs assessment.**

14. **Meets Level I of the Baldrige-based chartering criteria (Attachment B).**

15. **Has an established referral process that is customer focused.**

II. **Supplemental Centers' Requirements for Charter**

A. **Affiliated Sites**

Statutory Based Criteria for All Affiliated Sites of the Virginia Workforce System:

1. **Must provide one or more of the programs, services or activities of the mandated partners.**

2. **Must be part of a "network" of mandatory and other partners.**

3. **Must utilize the Access Checklist (Attachment C) to indicate acceptable levels of accessibility for services by individuals with disabilities.**

Additional Criteria for All Affiliated Virginia Workforce System Sites:

1. **Must possess high speed computer access to Internet based information system.**

2. **Must provide access to local community resource information.**

3. **A case management system exists that provides guidance for customers of the affiliate site.**

4. **A MOU or other written agreement exists with the LWIB.**

5. **Information sharing and referral strategies agreements exist.**

6. **A description of all customer services is made available to the local workforce system.**

7. **Must provide target customer base core services and access to other services by target population(s) as part of a "systems" approach to local workforce service delivery.**

8. **Meets Level I of the Baldrige-based chartering criteria (Attachment B).**

9. **Willingness to participate in the LWIA performance system.**

10. **Willingness to provide appropriate resources to the local workforce system and serve as an entry point.**

B. Partner Sites

Statutory Based Criteria for all Partner Sites of the Virginia Workforce System:

1. **Must be part of a "network" of one-stop partners through which the partners provide services that are linked to an affiliated site and through which all individuals can access information on the availability of the partners' core services offered in the local workforce area.**

2. **A required partner's core services that are appropriate for its customer population must be made available at a comprehensive center, and additional sites, as appropriate.**

3. **Must provide target customer core services and access to other services by target population(s) as part of a "systems" approach to local workforce service delivery.**

4. **Must utilize the Access Checklist (Attachment C) to indicate acceptable levels of accessibility to services by individuals with disabilities.**

Additional Criteria for All Partner Sites of Virginia Workforce System:

1. **Must possess high speed computer access to Internet based information system.**

2. **Must provide access to local community resource information.**

3. **A case management system exists that provides guidance for customers of the partner site.**

4. **A MOU or other written agreement exists with the LWIB.**

5. **Information sharing and referral strategies agreements exist.**

6. **A description of all customer services is made available to the local workforce system.**

7. **Meets Level I of the Baldrige-based chartering criteria (Attachment B).**

8. **Willingness to participate in the LWIA performance system.**

9. **Willingness to provide appropriate resources to the local workforce system.**

10. **Must serve as an entry point to the local workforce system.**

C. Specialized Centers

Statutory Based Criteria for all Specialized Centers of the Virginia Workforce System:

1. Must address "special needs" of at least one specified customer population.

2. Must provide special population(s) core services and access to other services by special population(s) as part of a "systems" approach to local workforce service delivery.

3. If the specialized center is operated by a mandated partner, the partner's core services that are appropriate for its customer population(s) must be made available at a comprehensive center, and additional sites, as appropriate.

4. Must utilize the Access Checklist (Attach. C) to indicate acceptable levels of accessibility to services by individuals with disabilities.

Additional Criteria for all Specialized Centers of Virginia Workforce System:

1. Must possess high speed computer access to Internet based information system.

2. Must provide access to local community resource information.

3. A case management system exists that provides guidance for customers of the specialized center/site.

4. A MOU or other written agreement exists with the LWIB.

5. Information sharing and referral strategies agreements exist.

6. A description of all customer services is made available to the local workforce system.

7. Meets Level I of the Baldrige-based chartering criteria (Attach. B)

8. Willingness to participate in the LWIA performance system.

9. Willingness to provide appropriate resources to the local workforce system.

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ATTACHMENT B:

10. Must serve as an entry point to the local workforce system.

I. Level I Baldrige-Based Chartering Criteria

Each LWIB may define its own local vision for each of the seven Categories, A-G, listed below.
The vision statements provided below are intended to be starting points or examples. However, the
seven Categories, the Items and the Measurements are required for chartering.

A. Leadership

Vision: The LWIB and local workforce system center partners will collaborate to provide strong public and private leadership for the transition to a new service delivery system, for the management of the local one-stop workforce system centers and for the continuous improvement of that system based on customer satisfaction and performance outcomes. Virginia's workforce system centers will be led at the "front door" service point by locally designated one-stop operators and agency partners whose leadership will exhibit a commitment to high quality customer service, to increased visibility of services through the one-stop delivery system, and to a new level of linking and sharing with others involved in economic and workforce development.

Item	Measurement
Clear Sense of Mission	Level I: Written mission statement developed by all LWIB members and endorsed by applicant leadership.
Private Sector/Community Leadership	Level I: Applicant leadership acknowledges Local WIB's private sector leadership role in the local workforce system and welcomes the LWIB oversight of the system.
Required Partners/Agency Commitment	Level I: Signed MOU's are endorsed and are the basis for collaboration.
Identifiable Management Structure	Level I: Defined center management structure with organization chart.

B. Strategic Planning

Vision: Strategic planning will occur at two levels in each local workforce area. First, workforce system center planning is done within the context of an integrated community workforce plan developed by the local Workforce Investment Board (LWIB).

The local plan defines outcomes and action steps expected from all workforce development partners in the area, including the role expectations for the workforce system centers.

Second, operators and agency partners develop business plans for their individual centers that demonstrate to the LWIB the specific service strategies to be used to meet center goals for performance outcomes, customer satisfaction, and continuous improvement.

Item	Measurement
Strategic Plan	Level I: Applicant's service strategies conform to local plan that has been developed and approved.
Business Plan	Level I: Business plan is established as condition for operators and centers to become certified.

C. Customer and Market Focus

Vision: Workforce system centers' operational decisions are driven by customer needs and customer feedback. Services are designed and results are measured in large part by documented customer feedback and the articulation of needs. Each center has a customer satisfaction measurement process, and results are shared with the LWIB. The LWIB and the center management use benchmarking strategies to compare center results with other high-quality organizations, and they continually look for ways to "raise the bar" to keep the center as a leader in customer satisfaction.

Item	Measurement
Internal and External Customer Satisfaction Measurement	Level I: Applicant has Internal and external customer satisfaction measures in place
Shared Customer Satisfaction Results	Level I: Applicant has a process for sharing customer satisfaction results among staff and management, between partners and with customers.
Customer Satisfaction with Service and Training Providers	Level I: Applicant collects information on satisfaction to support and improve customer choice.

D. Information and Analysis

Vision: Fundamental to the workforce system centers is customer choice based on a wide variety of well-organized information resources. Customers will be able to access this information in a consistent way, both at the center and through remote electronic means.

The centers will not view themselves as competitors with other sources of information on jobs and labor sources, but rather as a front door to all known information that would assist the customer in finding workers or finding jobs. Staff will be highly trained to assist customers in the use of information from a variety of automated and written sources. Partnering agencies will be able to share information about customers in a manner that gives the center a "single agency" appearance. Customers who wish to work with a single partner agency will be able to restrict personal information to that agency. Customers served by the centers will not be asked for the same information multiple times by different agencies, and they will not be asked for information until it is needed for reasons related to high quality service. The workforce system centers will be widely known in their communities as the best sources of high quality information related to workforce needs.

Item	Measurement
Functional Resource Center	Level I: Applicants resource center, if available, offers information in multiple mediums: self-service, Internet access and trained staff assistance.
Management Information System (MIS)	Level I: Applicant has a strategy for meeting federal, state and local MIS needs including data collection and reporting needs.

E. Human Resource Development and Management

Vision: The workforce system centers will be models of staff empowerment and competence. Staff from multiple organizations will be equipped through cross-training and information tools to meet customer needs using multiple funding sources. Front-line staff will be highly valued and will be supported by center management in their efforts to meet customer needs. Investment in staff development is substantial, ongoing, and tied to the center's business objectives. Center management will measure employee satisfaction along with customer satisfaction, and will use both to refine plans and processes at the center. In short, each center will be a high-performance work place with staff that has a visible passion for quality of service.

Item	Measurement
Staff Competencies	Level I: Applicant's staff competencies match job requirements and job descriptions; demonstration of time and budget for staff training.
Employee Friendly Environment	Level I: Applicant is able to demonstrate professional and fair hiring practices for staff
Team Building	Level I: Applicant agrees to local cross-training strategy.
Rewards and Recognition	Level I: Applicant has a plan for employee rewards, recognition.

F. Process Management

Vision: Each workforce system center will have a client service process that is designed from start to finish with customer needs in mind. Customer and staff feedback is used to continually improve processes. There will not be a process for each program or funding source, but rather a single, integrated process for the center. Front-line staff will have the flexibility and capability to assist customers in understanding and accessing service options in the entire center process. Customers will be told what their options are at each stage, not just what the rules are. Customers have a clear understanding of the process and are empowered by it – they will feel in control rather than feeling subjected to bureaucratic procedures.

Item	Measurement
Policies and Procedures	Level I: Applicant provides evidence of staff involvement in developing policies and procedures.
Accessible Services and Resources Based on Customer Choice	Level I: Applicant can demonstrate that basic customer flow is documented with ADA compliance; parking and/or public transportation is available, signage is effective and center is clean and safe.
Service Integration	Level I: Applicant is committed to making core services look and feel integrated.
Service Problem Solving	Level I: Applicant is willing to participate in a local strategy for problem solving.

G. Business Results

Vision: Each workforce system center has a set of performance measures that have been established via the charter granted by the LWIB. Center performance goals are widely publicized – they are known by partner staff and the general public. Partner organizations assist each other in meeting their independent, program-specific goals as they work together to meet the overall center goals. Partners share success and share responsibility for any failures. Results are quantified and discussed with the LWIB as a baseline for continuous improvement discussions.

Item	Measurement
Customer Outcomes	Level I: Applicant is willing to collect data on performance measures for WIA customers, including entered employment rate, wages at employment and retention, as appropriate.
Sustainability	Level I: Applicant can show planned costs of facilities, possible sources of revenues and resources are identified. Applicant *has* an approved itemized budget.
Market Presence	Level I: Needs assessment defines market.
Customer Satisfaction	Level I: The applicant has a plan for how customer satisfaction data will be used to improve services.

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ATTACHMENT C:

I. Access Checklist for *Access by Individuals* with Disabilities

The following portion of the checklist reviews recommended customer service and accommodation practices for one-stop center programs. Some items may not apply and during assessment should be indicated by N/A.

A. Service Strategy for People with Disabilities

1. Has your program affirmatively sought to serve qualified individuals with disabilities?

    a. What steps have been taken to meet this goal?

    b. Have you been successful?

    c. How do you know?

2. Do you have a written policy concerning discrimination on the basis of physical or mental disability?

3. Do you regularly review your service practices (advertising, notices signage, building and program access) to be certain that you, your managers, supervisors, or external consultants are nondiscriminatory in the treatment of customers with disabilities?

B. Employment Practices under the Americans with Disabilities Act Guidelines:

1. Medical records must be kept in a separate location. Access to employee medical records must be limited. Are all non-medical records kept in a separate place from records that contain medical information? (Medical information includes insurance application forms as well as health certificates, results of physical exams, etc.)

    a. Do you have a written policy regarding who has access to medical information?

    b. What is the policy?

2. Do your employee recruitment materials, including photos and ad copy, contain positive images of persons with disabilities and indicate your program's commitment to hiring qualified persons with disabilities?

3. Are interview questions and inquiries pertaining to an applicant's disability limited to performance of essential functions of the job and requirements for reasonable accommodations?

    a. Is supervisory staff aware of what constitutes legal and illegal inquiries?

b. If 'yes', how did they obtain this information? Describe.

c. Have job descriptions been analyzed to determine which functions of a job are 'essential' and which are 'marginal'? If "yes", describe the process for doing this.

d. Are job descriptions in writing?

e. Are any of the following questions asked during the application process?

- Health or physical condition?

- Physical or mental problems or disabilities?

- Medical history?

- Previous workers' compensation claims?

- Prior health insurance claims?

- Past drug use or substance abuse? (NOTE: The ADA requires that these types of employment questions no longer be used. Consider ADA training in interviewing.)

4. Do you require that applicants for employment take any of the following tests as part of the application process?

a. Drug or alcohol test?

b. HIV tests?

c. Skill or performance tests?

d. Psychological tests?

e. Intelligence tests?

5. Do you have a substance abuse policy?

6. Do you have a drug testing policy?

C. Reasonable Accommodation for Employees and Customers

It is required that reasonable accommodation be provided to employees and customers with disabilities. Reasonable accommodation includes a broad range of adaptations to the manner or circumstances in which a service activity is performed, an interview is conducted, etc.

1. Reasonable accommodations might include:

a. Allowing an individual with a psychiatric disability to periodically leave early or arrive late and later make up that time;

b. Making structural modifications to accommodate a participant who uses a wheelchair;

c. Providing auxiliary aids and services including sign language interpreters, readers (for people who don't read print due to a disability) or providing material in alternative format such as Braille, ASCII disk, etc.

2. Regarding reasonable accommodation:

   a. Have employees, customers and applicants been informed that they are entitled to reasonable accommodations?

   b. If 'yes', how have they been so informed?

   c. Are reasonable accommodations provided to one-stop center program employees, applicants and customers with disabilities?

   d. How do you know?

   e. Has a reasonable written accommodations policy been developed?

   f. Does supervisory staff know how to proceed if an accommodation is requested?

   g. Has a specific supervisory staff member been designated to coordinate reasonable accommodation, including determining when an accommodation is or is not reasonable and when a funding request will be made? (Note: This is not required by law, but is recommended.)

   h. Do they know how to secure a sign language interpreter if necessary?

   i. Do they know how to get material transcribed into Braille, recorded on audiocassette, or placed on ASCII diskette?

3. Are, as a matter of policy, interviews, staff meetings, workshops and other gatherings held in accessible locations? (Accessible locations include accessible entrances, meeting areas, and rest rooms.)

4. Are off-site staff trainings, holiday parties, picnics or other gatherings held in accessible locations?

5. Are reasonable accommodations, including sign language interpreters, written materials in alternative format, etc. provided to individuals with disabilities at off-site meetings, trainings, and social events?

II. EXISTING FACILITIES CHECKLIST

A. Priority 1: Accessible Entrance

People with disabilities should be able to arrive on the site, approach the building, and enter the building as freely as everyone else. At least one path of travel should be safe and accessible for everyone, including people with disabilities.

Path of Travel:

1. Is there a path of travel that does not require the use of stairs?

2. Is the path of travel stable, firm and slip-resistant?

3. Is the path at least 36 inches wide?

4. Can all objects protruding into the path be detected by a person with a visual disability using a cane? (Note: In order to be detected using a cane, an object must be within 27 inches of the ground. Objects hanging or mounted overhead must be higher than 80 inches to provide clear head room. It is not necessary to remove objects that protrude less than 4 inches from the wall.)

5. Do curbs on the pathway have curb cuts at drives, parking, and drop-offs?

Ramps:

6. Are the slopes of ramps no greater than 1:12? (Note: Slope is given as a ratio of the height to the length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For a 1.12 maximum slope, at least one foot of ramp length is needed for each inch of height.)

7. Do all ramps longer than 6 feet have railings on both sides?

8. Are railings sturdy, and between 34 and 38 inches high?

9. Is the width between railings at least 36 inches?

10. Are ramps non-slip?

11. Is there a 5-foot-long level landing at every 30-foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks?

Parking and Drop-Off Areas:

11. Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5-foot striped access aisle)? For guidance in determining the appropriate number to designate, the table below gives the ADAAG requirements for new construction and alterations (for lots with more than 100 spaces, refer to ADAAG):

12. Total spaces Accessible 1 to 25 1 space 25 to 50 2 spaces 51 to 75 3 spaces 76 to 100 4 spaces (Note: Check your state building code for parking requirements. Sometimes state codes are more stringent.)

13. Are 16-foot-wide spaces, with 98 inches of vertical clearance, available for lift-equipped vans? (At least one of every 8 accessible spaces must be van-accessible.)

14. Are the accessible spaces closest to the accessible entrance?

15. Are accessible spaces marked with the International Symbol of Accessibility? Are there signs reading "Van Accessible" at van spaces? International Symbol of Accessibility:

16. Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?

Entrance:

17. If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance? (Do not use a service entrance as the accessible entrance unless there is no other option.)

18. Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?

19. Can the alternate accessible entrance be used independently?

20. Does the entrance door have at least 32 inches clear opening (for a double door, at least one 32-inch leaf)?

21. Is there at least 18 inches of clear wall space on the pull side of the door, next to the handle? (A person using a wheelchair needs this space to get close enough to open the door.)

22. Is the threshold level (less than 1/4 inch) or beveled, up to 1/2 inch high?

23. Are doormats 1/2 inch high or less, and secured to the floor at all edges?

24. Is the door handle no higher than 48 inches and operable with a closed fist? (The "closed fist" test for handles and controls: Try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.)

25. Can doors be opened without too much force (maximum is 5 lbs.)? You can use a fish scale to measure the force required to open a door. Attach the hook of the scale to the doorknob or handle. Pull on the ring end of the scale until the door opens, and read off the amount of force required. If you do not have a fish scale, you will need to judge subjectively whether the door is easy enough to open...

26. If the door has a closer, does it take at least 3 seconds to close?

Emergency Egress:

27. Is there sufficient lighting for egress pathways such as stairs, corridors, and exit routes?

B. Priority 2: Access to Goods and Services

Ideally, the layout of the building should allow people with disabilities to obtain goods or services without special assistance. Where it is not possible to provide full accessibility, assistance or alternative services should be available upon request.

Horizontal Circulation:

1. Does the accessible entrance provide direct access to the main floor, lobby, or elevator?

2. Are all public spaces on an accessible path of travel?

3. Is the accessible route to all public spaces at least 36 inches wide?

4. Is there a 5-foot circle or a T-shaped space for a person using a wheelchair to reverse direction?

Doors:

5. Do doors in public spaces have at least a 32-inch clear opening?

6. On the pull side of doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair can get near to open the door?

7. Can doors be opened without too much force (5 lbs. maximum)?

8. Are door handles 48 inches high or less and operable with a closed fist?

9. Are all thresholds level (less than 1/4 inch), or beveled, up to 1/2 inch high?

Rooms and Spaces:

10. Are all aisles and pathways to all goods and services at least 36 inches wide?

11. Is there a 5-foot circle or T-shaped space for turning a wheelchair completely?

12. Is carpeting low-pile, tightly woven, and securely attached along edges?

13. In routes through public areas, are all obstacles cane-detectable (located within 27 inches of the floor or protruding less than 4 inches from the wall), or are they higher than 80 inches?

14. Do signs designating permanent rooms and spaces, such as rest room signs, exit signs, and room numbers, comply with the appropriate requirements for accessible signage?

Controls:

15. Are all controls that are available for use by the public (including electrical, mechanical, window, cabinet, game, and self-service controls) located at an accessible height? (Reach ranges: The maximum height for a side reach is 54 inches; for a forward reach, 48 inches. The minimum reachable height is 15 inches.)

16. Are they operable with a closed fist?

Seats, Tables and Counters:

17. Are the aisles between chairs or tables at least 36 inches wide?

18. Are the spaces for wheelchair seating distributed throughout?

19. Are the tops of tables or counters between 28 and 34 inches high?

20. Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?

Vertical Circulation:

21. Are there ramps or elevators to all levels?

22. On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternate route?

Stairs:

23. Do treads have a non-slip surface?

24. Do stairs have continuous rails on both sides, with extensions beyond the top and bottom stairs?

Elevators:

25. Are there both visible and verbal or audible door opening/closing and floor indicators (one tone = up, two tones = down)?

26. Are the call buttons in the hallway no higher than 42 inches?

27. Do the controls outside and inside the cab have raised and Braille lettering?

28. Is there a sign on the jamb at each floor identifying the floor in raised and Braille letters?

29. Is the emergency intercom usable without voice communication?

30. Are there Braille and raised-letter instructions for the communication system?

Lifts:

31. Can the lift be used without assistance? If not, is a call button provided?

32. Is there at least 30 by 48 inches of clear space for a person using a wheelchair to approach to reach the controls and use the lift?

33. Are controls between 15 and 48 inches high (up to 54 inches if a side approach is possible)?

C. Priority 3: Usability of Rest Room

When rest rooms are open to the public, they should be accessible to people with disabilities. Closing a rest room that is currently open to the public is not an allowable option.

Getting to the Rest Rooms:

1. If rest rooms are available to the public, is at least one rest room (either one for each sex, or unisex) fully accessible?

2. Are there signs at inaccessible rest rooms that give directions to accessible ones?

Doorways and Passages:

3. Is there tactile signage identifying rest rooms? (Mount signs on the wall, on the latch side of the door. Avoid using ambiguous symbols in place of text to identify rest rooms.)

4. Is the doorway at least 32 inches clear?

5. Are doors equipped with accessible handles (operable with a closed fist), 48 inches high or less?

6. Can doors be opened easily (5 lbs. maximum force)?

7. Does the entry configuration provide adequate maneuvering space for a person using a wheelchair? (A person using a wheelchair needs 36 inches of clear width for forward movement, and a 5-foot diameter clear space or a T-shaped space to make turns. A minimum distance of 48 inches, clear of the door swing, is needed between the two doors of an entry vestibule.)

8. Is there a 36-inch-wide path to all fixtures?

Stalls:

9. Is the stall door operable with a closed fist, inside and out?

10. Is there a wheelchair-accessible stall that has an area of at least 5 feet by 5 feet, clear of the door swing, OR is there a stall that is less accessible but that provides greater access than a typical stall (either 36 by 69 inches or 48 by 69 inches)?

11. In the accessible stall, are there grab bars behind and on the sidewall nearest to the toilet?

12. Is the toilet seat 17 to 19 inches high?

Lavatories:

13. Does one lavatory have a 30-inch-wide by 48-inch-deep clear space in front? (A maximum of 19 inches of the required depth may be under the lavatory.)

14. Is the lavatory rim no higher than 34 inches?

15. Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?

16. Can the faucet be operated with one closed fist?

17. Are soap and other dispensers and hand dryers 48 inches high or less and usable with one closed fist?

18. Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower?

D. Priority 4: Additional Access

When amenities such as public telephones and drinking fountains are provided to the general public, they should also be accessible to people with disabilities.

Drinking Fountains:

1. Is there at least one fountain with clear floor space of at least 30 by 48 inches in front?

2. Is there one fountain with its spout no higher than 36 inches from the ground, and another with a standard height spout (or a single "high-low" fountain)?

3. Are controls mounted on the front or on the side near the front edge, and operable with one closed fist?

4. Does the fountain protrude no more than 4 inches into the circulation space?

Telephones:

5. If pay or public use phones are provided, is there clear floor space of at least 30 by 48 inches in front of at least one?

6. Is the highest operable part of the phone no higher than 48 inches (up to 54 inches if a side approach is possible)?

7. Does the phone protrude no more than 4 inches into the circulation space?

8. Does the phone have push-button controls?

9. Is the phone hearing aid compatible?

10. Is the phone adapted with volume control?

11. Is the phone with volume control identified with appropriate signage?

12. Is one of the phones equipped with a telecommunications device for the Deaf? telephone (TT/TTY/TDD)?

13. Is the location of the TDD identified by accessible signage bearing the International TDD Symbol?